

Adelphia High Speed Cable Service is far more unreliable than any of the other 4 high speed internet services we've used in the US or Canada. We've only been signed up for 6 weeks, we've already experienced 2 services outages, additionally their email server goes down just about every week for the best of a day, and the bandwidth, (we pay for 4000Kb/s) is often restricted to less than 100Kb/s due to heavy "internet traffic". The agreement, which affords no consumer protection reads " YOU UNDERSTAND AND AGREE THAT ADELPHIA DOES NOT GUARANTEE THAT ANY PARTICULAR AMOUNT OF BANDWIDTH ON THE ADELPHIA NETWORK OR ANY SPEED OF THROUGHPUT OF YOUR CONNECTION TO THE ADELPHIA NETWORK WILL BE AVAILABLE TO YOU. You understand and agree that the speed of the Adelphia Broadband Service provided to You at your Site will vary depending upon a number of factors, including your computer system and associated equipment, Internet traffic and associated equipment, and other factors. You understand and agree that the Adelphia Broadband Service may be temporarily limited, interrupted or curtailed due to system capacity limitations; governmental actions; force majeure; events beyond Adelphia's control; or temporary equipment or systems failures or modifications, upgrades, maintenance, repairs or similar activities required or appropriate in connection with the delivery or improvement of the Adelphia Broadband Service. ".

We are trying to use Vonage for our phone service with our high speed account, but we fear the Adelphia Internet solution will not be reliable enough for Vonage to be a predictable solution...

I hope the FCC can pressure Cable ISP's to upgrade their systems as they grow and mandate server redundancy.

Thank you,

Darrell Smith